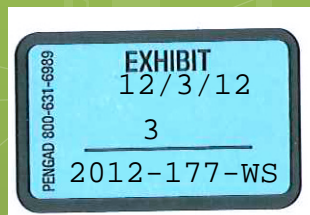




SC Public Service Commission

meeting December 3rd, 2012

**Tega Cay residents
cannot afford to pay for the
incompetence of
Utilities, Inc.**



Tega Cay residents implore you to do the right thing!

- **If this company was a commercial business, they would not be able to raise prices based on their “high cost to provided service” value.**
- **They would soon be out of business based on their service to their customers.**
- **There seems to be no accountability of this company’s service to their customers.**
- **No oversight of repairs and maintenance.**
- **Difficult to resolve issues as contacts are not readily available.**

Deny this request to violate our citizens.

- I called on August 27th 2012 to obtain a contact to speak to a supervisor. The lady that I talked to said that her Supervisor name was Rose but she was not in that week. When I asked to talk to Rose's supervisor, she put me on hold. Twenty three (23) minutes later she just hung up. TCWS should not be awarded this increase as the level service provided from water and sewer to customer service is substandard.
- They have done at least five repairs at the water line running down our shared drive. They keep fixing the leaks and not replacing the line, which would have been more cost effective. In fact they don't even have records of some of the repairs or are possibly hiding this information.

Deny this request to violate our citizens.

- Tega Cay residents will be paying 51% more for water and 67% more for sewer service. Yet another increase (3rd in 6 years) by TCWS would not be necessary if regular and routine maintenance and long range capital improvements had been properly handled. There is NO justification for an increase for the residents of Tega Cay.
- We already pay some of the highest water/sewer rates in the southeast US, and should not be burdened with additional increases because TCWS does not know how to manage their business. Any company with equipment / systems must spend ongoing monies for maintenance and plan for necessary improvements and replacements. Make TCWS accountable to the citizens they service -- NO INCREASES
- Consider our senior citizens that are on a fixed budget. The sewer increase will be devastating to most.

This area had at least three
separate repairs.



This last 20 ft. patch actually covered up
Three earlier separate repairs.



**This repair failed in less than a month.
You can see the new leak on the new
concrete from the previous repair..**



This patch covers up a repair that had been repaired only a month prior.




Constant repeated repairs result in more damage to homeowner's property and costs.



Tega Cay residents implore you to do the right thing!

- Water Utilities, which is owned by an equity firm, is only interested in profits.
- Their disguised informative meetings are only used for their lawyers to feverously write down our complaints to help formulate their arguments. Should they not already have an understanding of our issues from their own records if they are truly concerned with providing a valued service?



Please don't let Utilities, Inc. put our citizens financially under water.

- Please do not fall for their rate request which is asking for the stars when they are hoping for the moon and as much more as they can get from you.
- Thank you for your time!